

2021 CLEVELAND WATER BUDGET



CLEVELAND WATER OVERVIEW

MISSION

To provide customers with a reliable supply of safe drinking water and great customer service, with a focus on affordability, while embracing principles of environmental stewardship, openness, equity, and accountability.

VISION

To position Cleveland Water as a leader within our industry and community, helping to make Greater Cleveland a better place to live, work, and raise a family.

VALUES

- Customer focus
- Transparency
- Inclusiveness
- Affordability
- Accountability

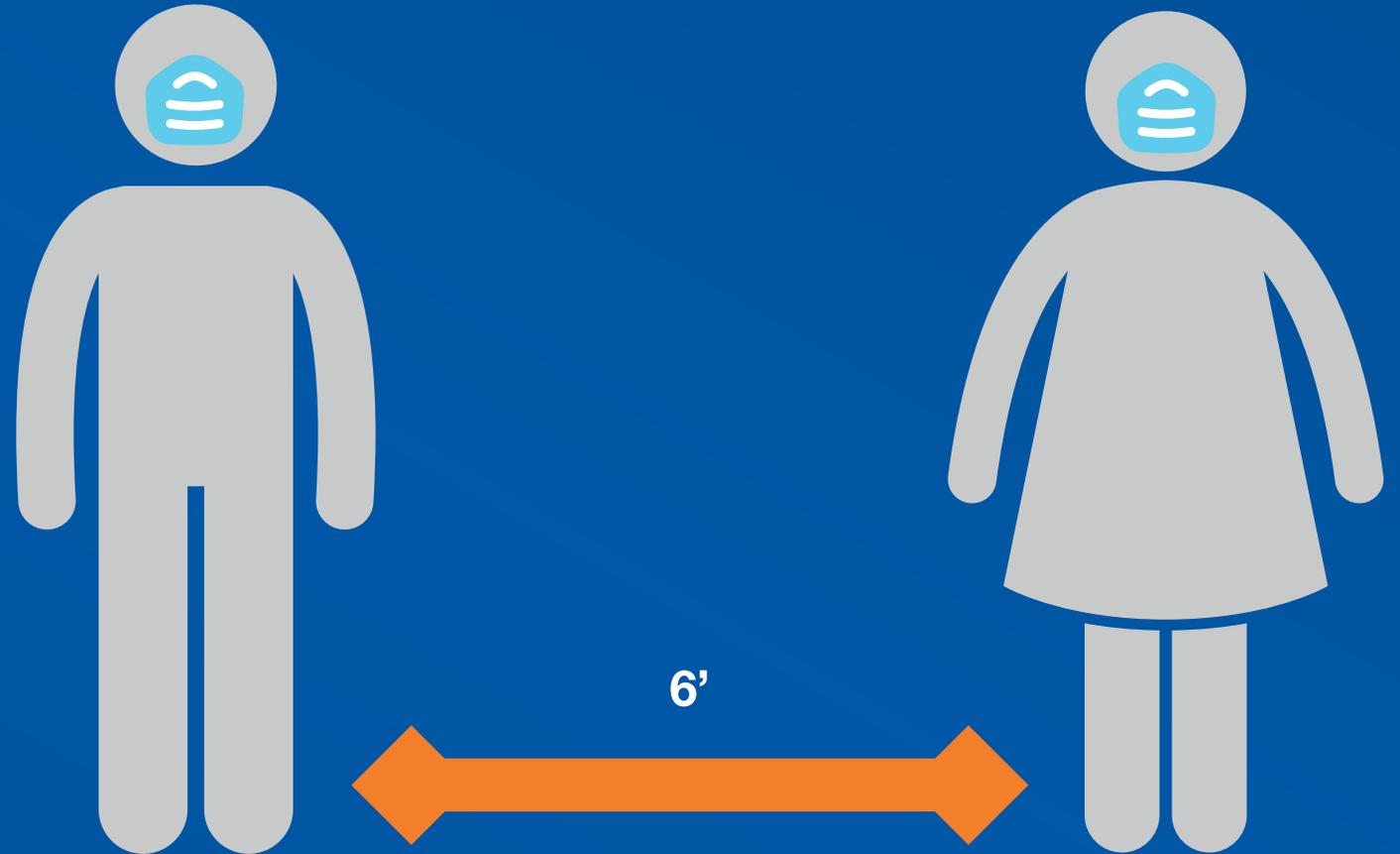


MANAGING CORONAVIRUS ISSUES

Geographically dispersed pipe crews to reduce the number of employees at one location

Safety measures:

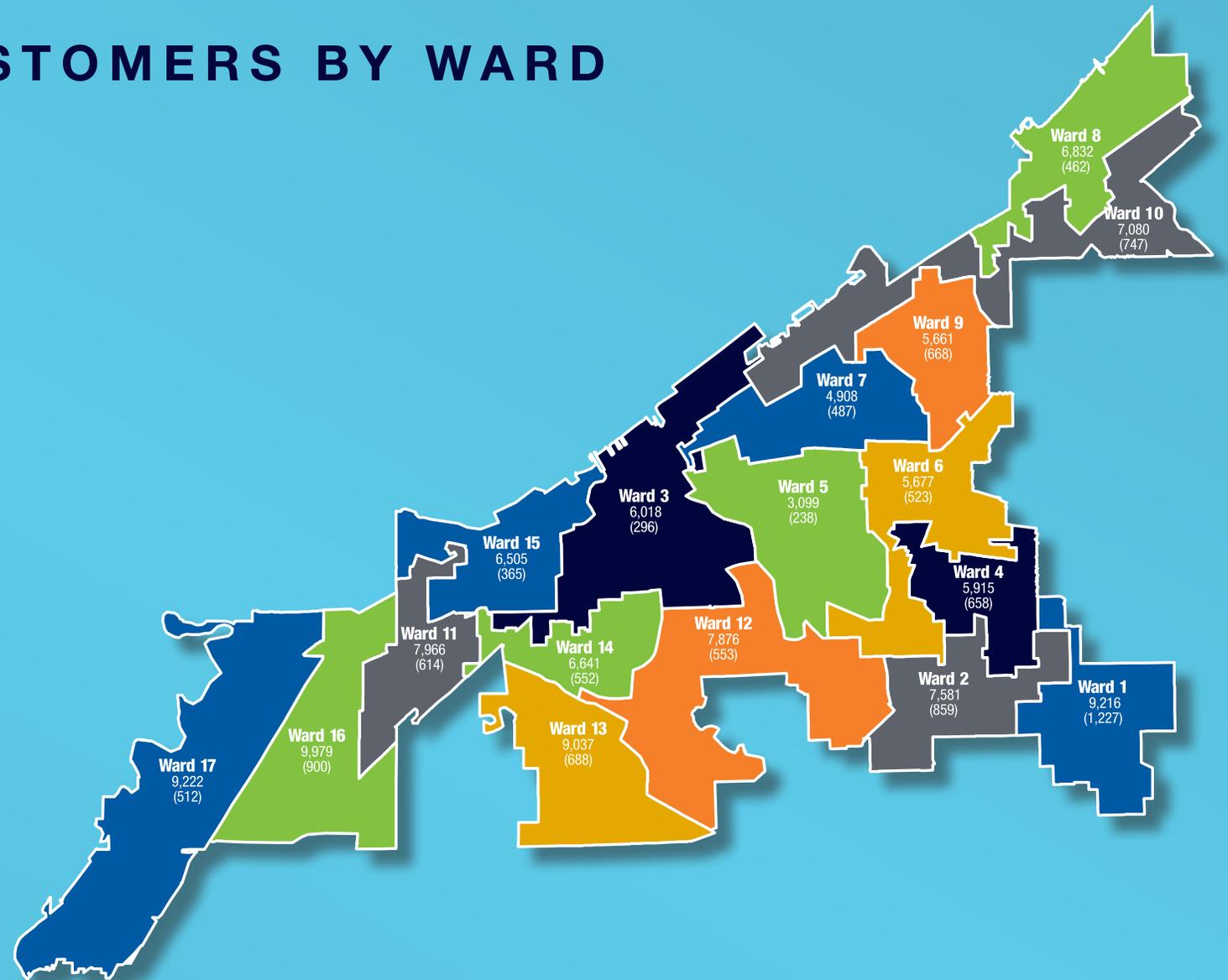
- plexiglas®
- electro-static sprayers
- signage
- disinfection polices
- safety handbook
- social distancing markers
- vehicles - barriers
- daily temperature checks



CLEVELAND WATER CUSTOMERS BY WARD

119,213
City Accounts

10,349
Accounts with
Discount Program



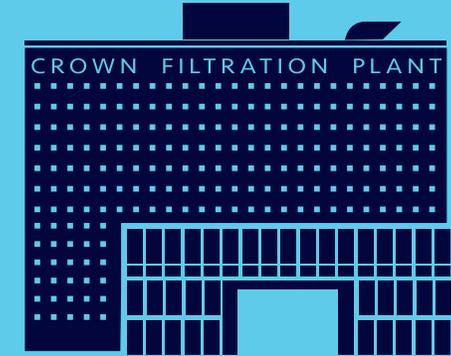
NOTTINGHAM

WATER TREATMENT PLANT



CROWN

WATER TREATMENT PLANT



4
Water Plants

5,300
Miles of Mains

17
Pump Stations

21
Tanks & Towers

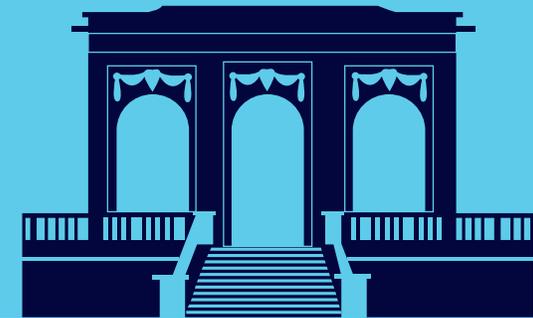
MORGAN

WATER TREATMENT PLANT



BALDWIN

WATER TREATMENT PLANT



2020 HIGHLIGHTS

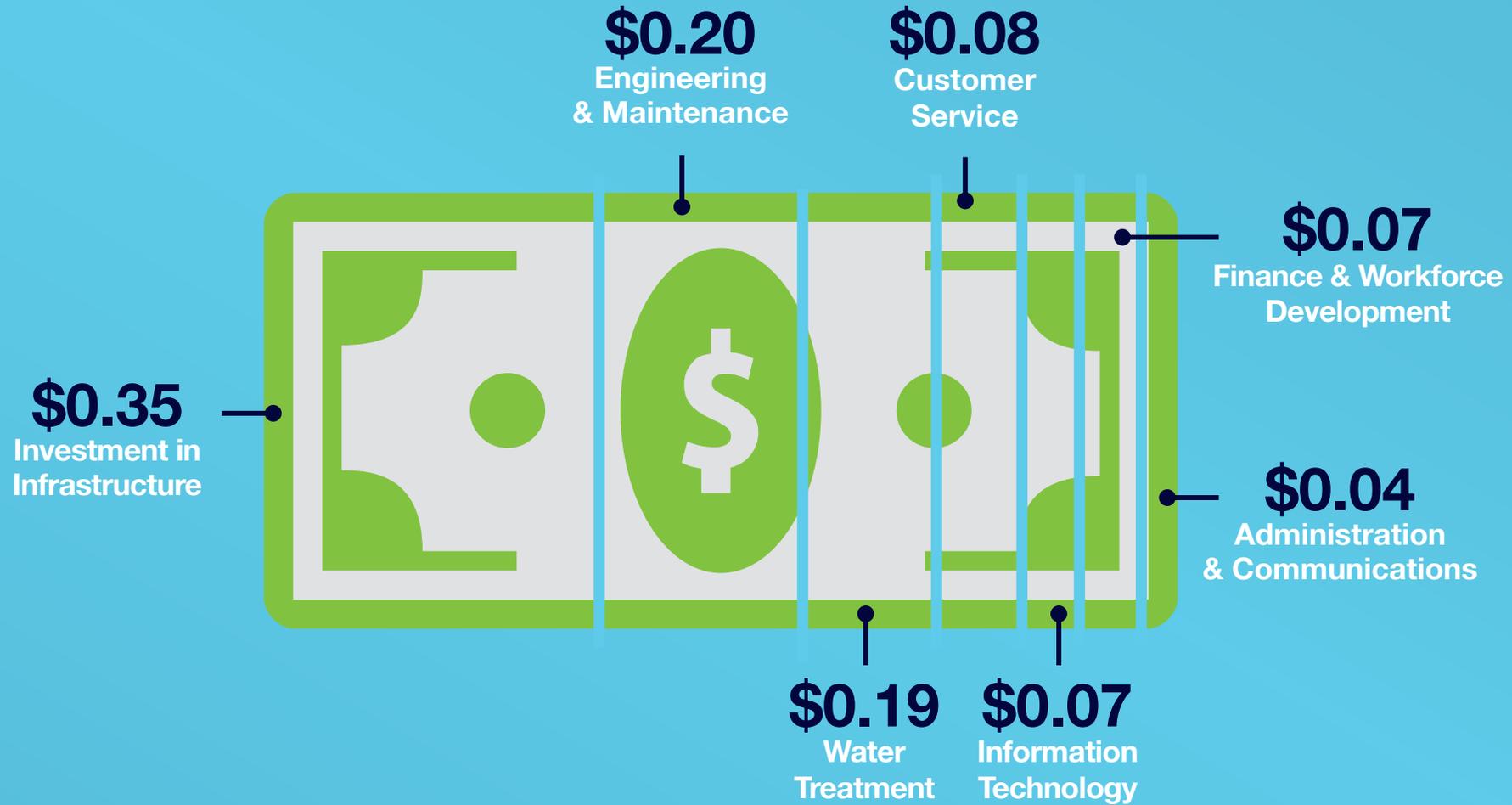
- Hired Lead Coordinator
- Executed a new contract with NEORSD, lowering the cost to handle our solids by \$2-3M/year
- Because of favorable interest rates, refinanced several CWD bonds, with a total present worth savings of \$11 million
- Ohio EPA testing confirmed no PFAS hits in Cleveland Water
- Replaced Crown's plate presses with new, modern screw presses
- Aurora Pump Station
- Nottingham public art
- Completed Federal Risk & Resilience Assessment

2021 BUDGET

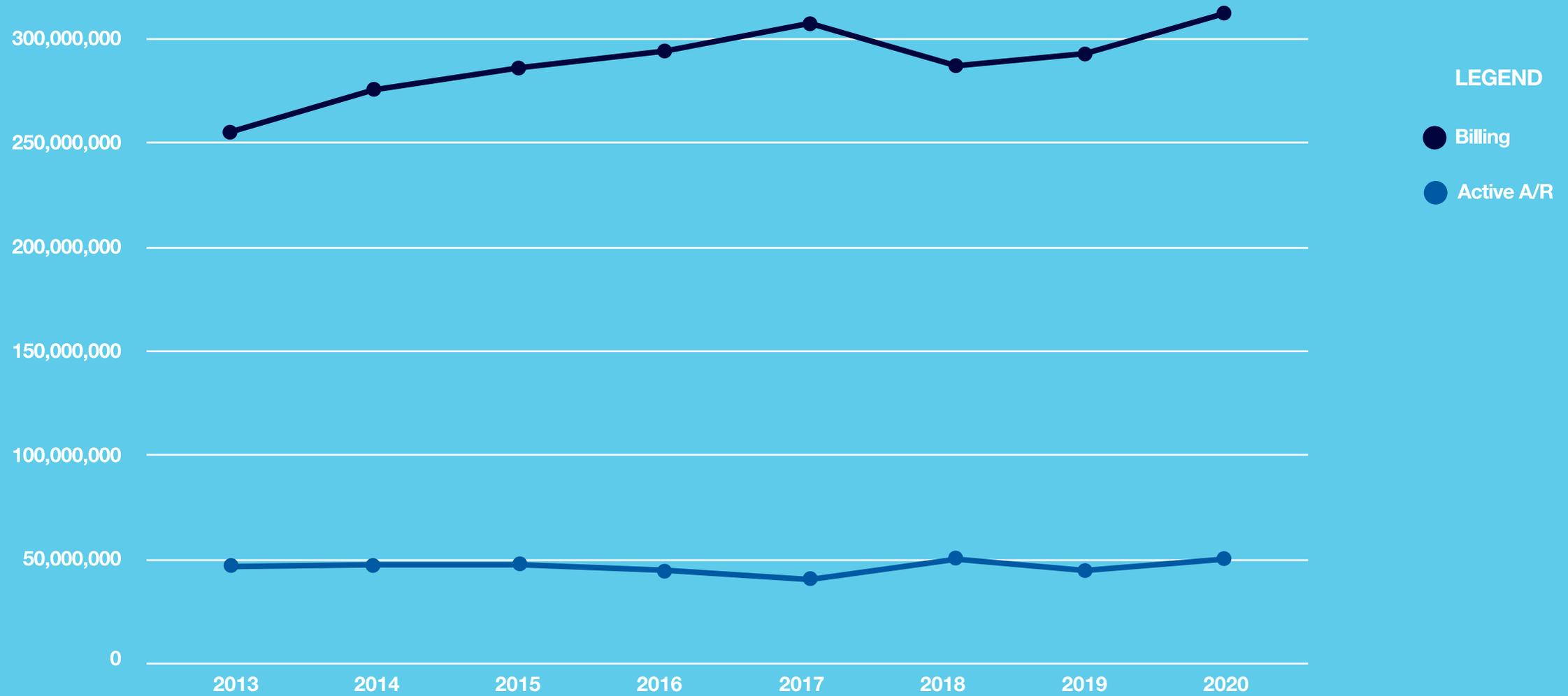
CLEVELAND WATER	
Total Budgeted Employees	1,208
Beginning Balance	\$192,274,741
Revenue Estimate	\$317,737,354
Total Resources	\$510,012,095
Expense Estimate	\$345,804,217
Projected Ending Balance	\$164,207,878
Debt Service Coverage	2.48
Bond Rating Revenue – Moody’s	Aa2
Bond Rating Revenue – S&P	AA+

CATEGORY	BUDGETED EXPENDITURES
Salaries and Wages	\$66,519,197
Benefits	\$26,269,123
Other Training & Professional Dues	\$609,553
Utilities	\$33,944,555
Contractual Services	\$18,962,820
Materials and Supplies	\$22,002,443
Maintenance	\$35,724,170
Claims, Refunds, Maintenance	\$5,353,819
Interdepartmental Charges	\$17,363,373
Capital Outlay	\$55,000,000
Debt Service	\$64,055,164

WHERE YOUR DOLLAR GOES

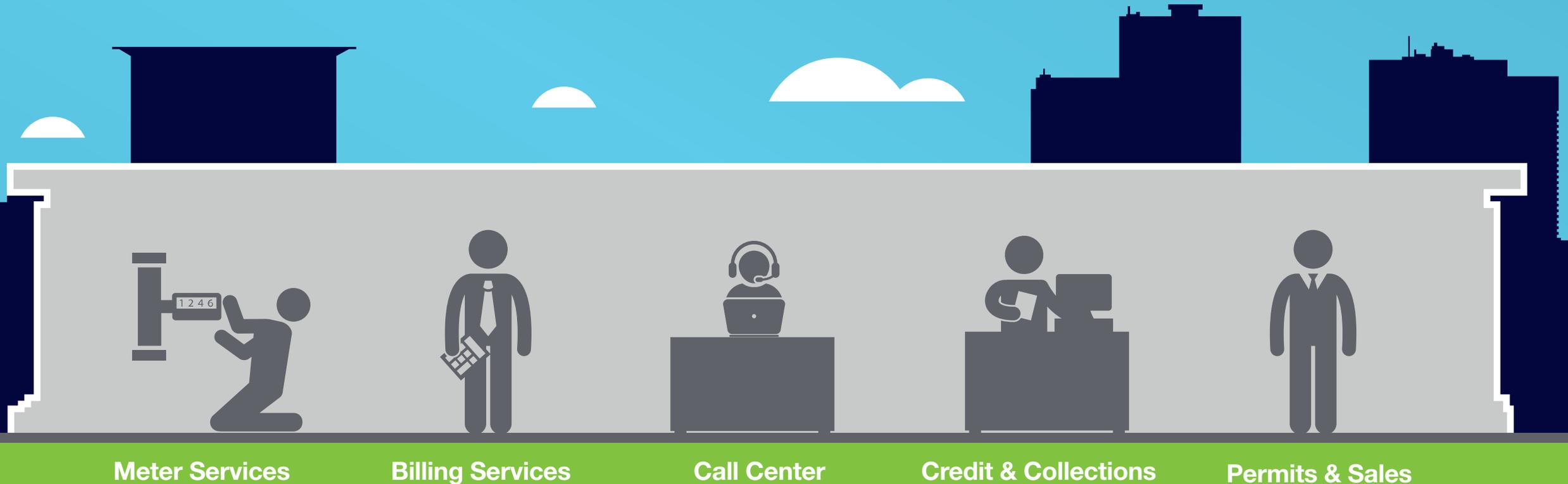


ACTIVE ACCOUNTS RECEIVABLE 2013-2020



CUSTOMER ACCOUNT SERVICES STAFF

295 Employees to provide timely, responsive and courteous service to meet our customers' needs



CUSTOMER SERVICE KEY PERFORMANCE INDICATORS

99.8%

Goal: 99.5%



Bills on Time

94.4%

Goal: 97%



Collection Rate

99.3%

Goal: 98%



AMR Bills Based on Actual Reads

15,015

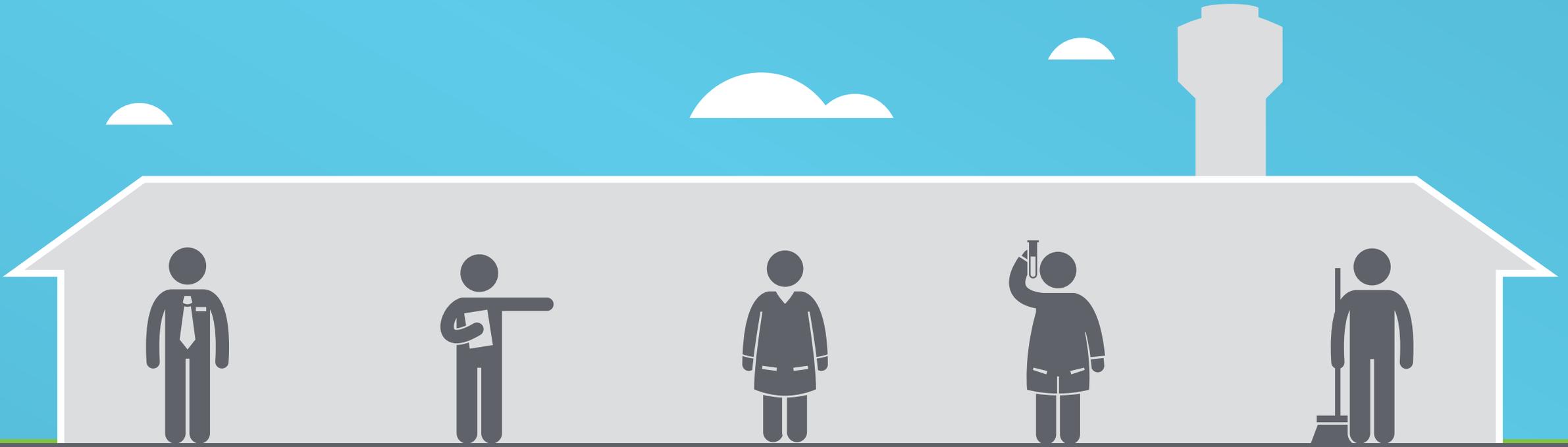
Total: 169,850



New Portal Enrollments

PLANT OPERATIONS

181 Employees to make safe, high quality water and proactively monitor our water source



Plant Managers
Asst. Managers
& Operators

Instrument Techs

Chemists

Water Purification
& Quality Managers

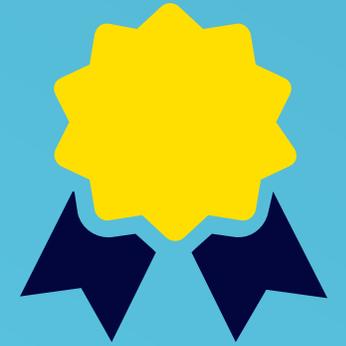
Plant Maintenance
& Support Staff

WATER QUALITY KEY PERFORMANCE INDICATORS

Zero Ohio EPA Treatment Violations

Cleveland Water participates in the Partnership for Safe Drinking Water

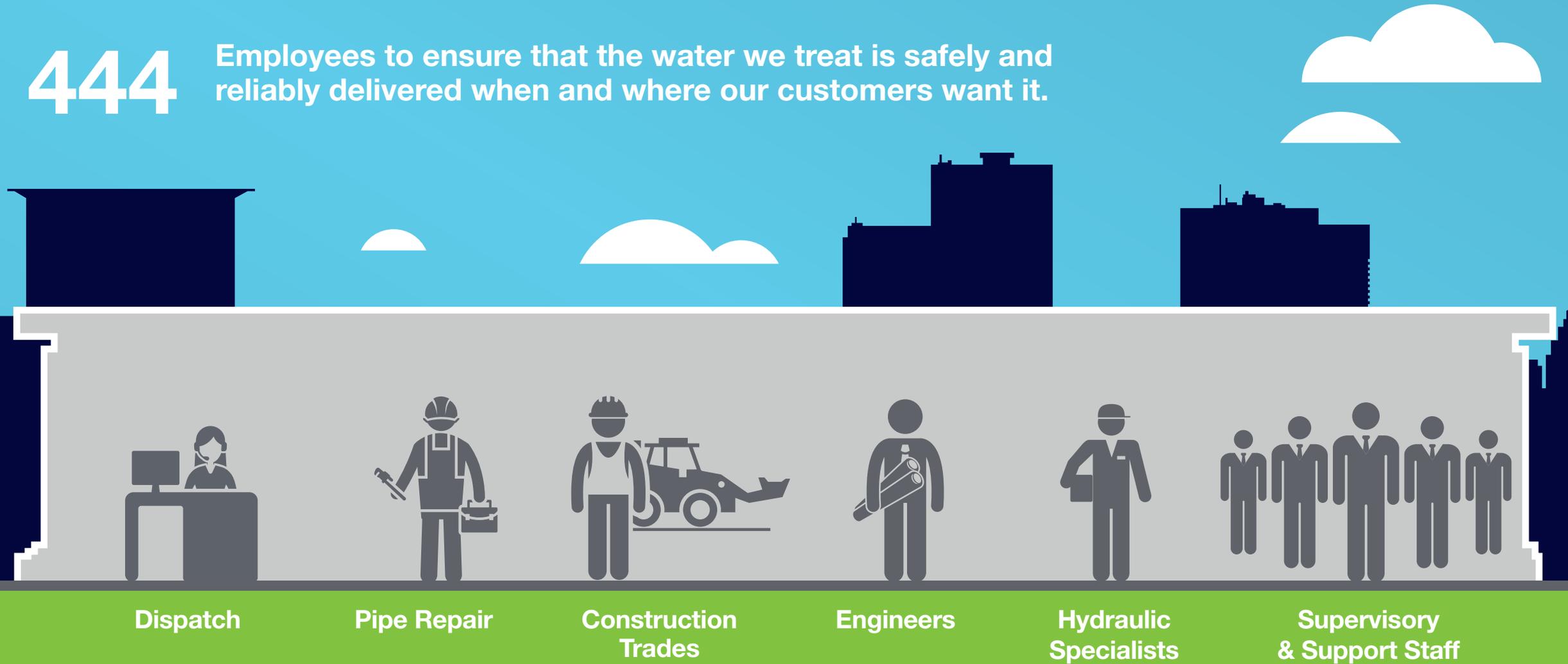
- Voluntary program to maintain higher water quality standards than those required by law
- Three of our water treatment plants have achieved Phase III status
- Crown Water Treatment Plant received a Phase IV award in 2015



DISTRIBUTION, MAINTENANCE AND ENGINEERING STAFF

444

Employees to ensure that the water we treat is safely and reliably delivered when and where our customers want it.



DISTRIBUTION, MAINTENANCE & ENGINEERING KEY PERFORMANCE INDICATORS

88.5%
main breaks repaired
in 8 days or less

Goal: 86%

96.1%
utility cuts restored
in 45 days

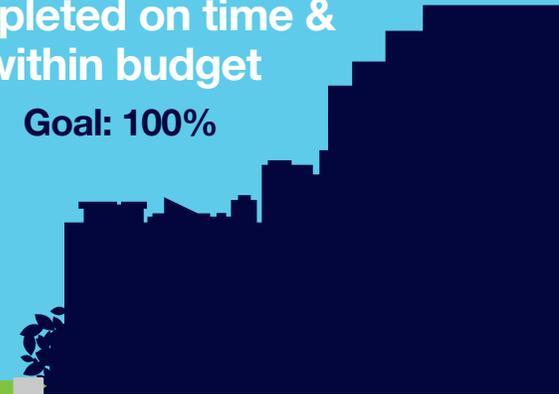
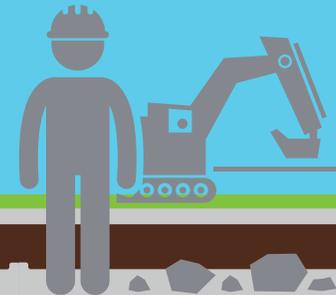
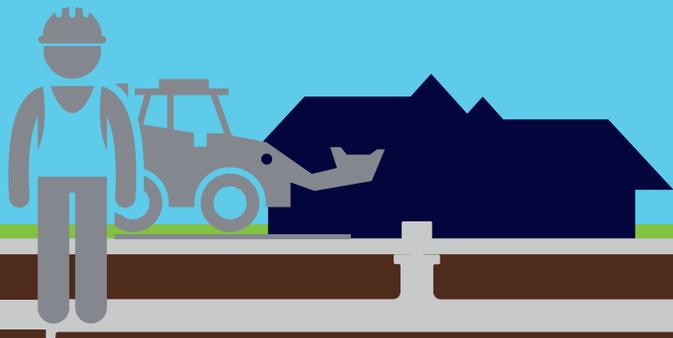
Goal: 90%

97.1%
dig ups completed
within 21 days

Goal: 80%

100%
capital projects
completed on time &
within budget

Goal: 100%



2021 SELECT PROJECTS

- \$70 million Capital Projects
- Rollout CityWorks work order system in Treatment Plants to enhance asset management strategy
- Enhance GIS Lead Service Connection Inventory
- Rollout New AVL System
- \$1 million Ohio grant for daycare lead line removal





Cleveland Water

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